



TennCare Access Login

Reference Guide

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Purpose

The TennCare Access Portal helps TennCare provider organizations and facilities assist their clients with health care coverage through TennCare Medicaid and CoverKids.

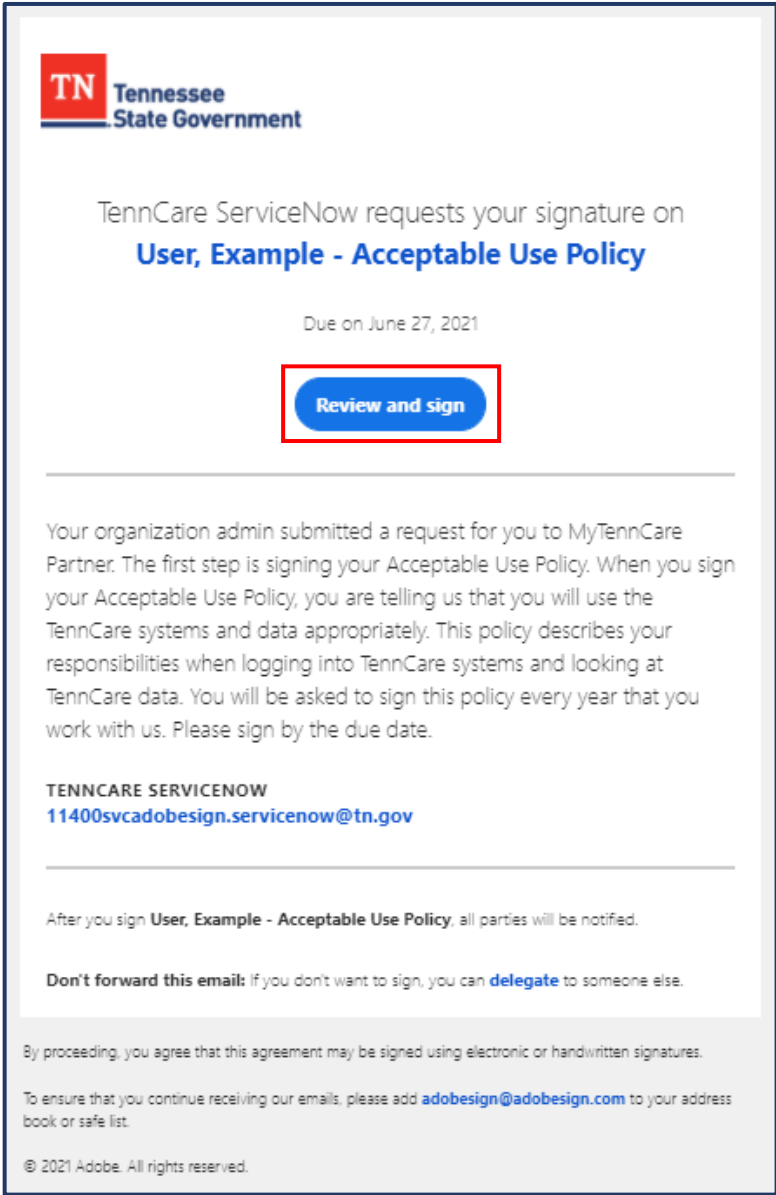
Depending on the type of provider you are (Hospital, the Department of Health, Nursing Facility, or Health Plan), and your TennCare approved access, you can submit applications for presumptive eligibility, add newborns to a mother's case, submit admit or discharge forms for long-term care, complete financial reassessments for Institutional Medicaid, complete annual renewals, or apply for TennCare Medicaid, CoverKids, and a Medicare Savings Program.

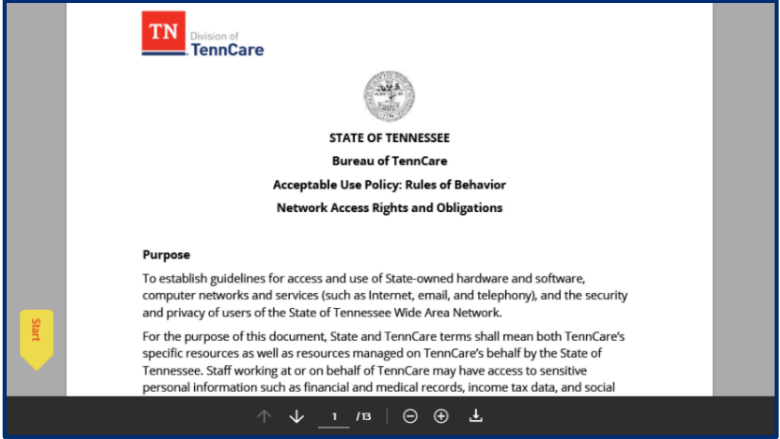

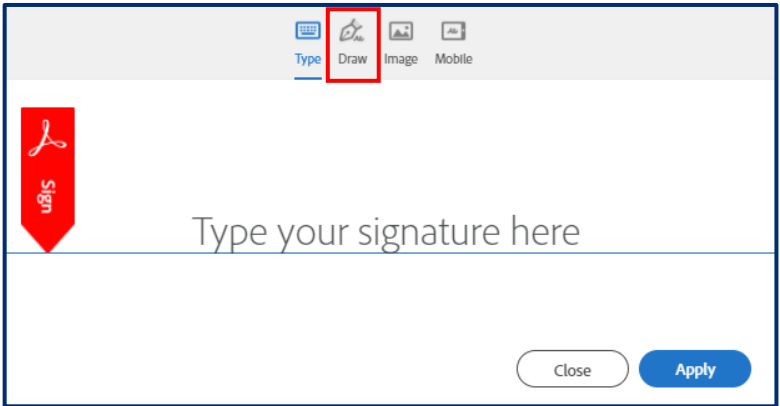
Partners use the MyTennCare Partner Portal to complete actions on behalf of their clients. The [TennCare Access Login Reference Guide](#) provides details for the following topics:

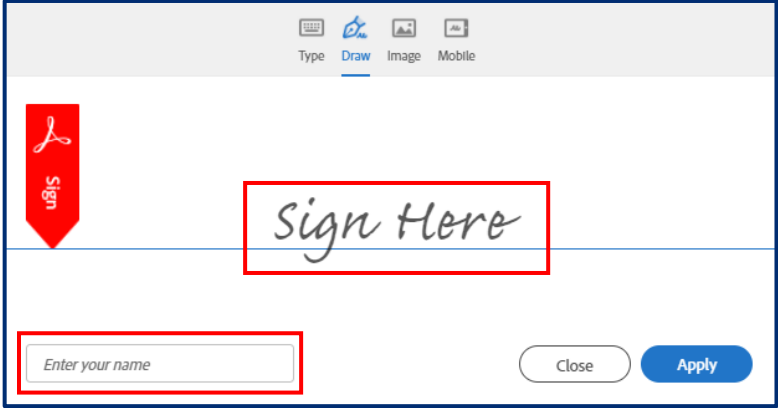


- [New Users: Setting up a New Account](#)
- [Existing Users: Logging in to TennCare Access](#)
- [Reviewing the MyTennCare Partner Login Homepage](#)

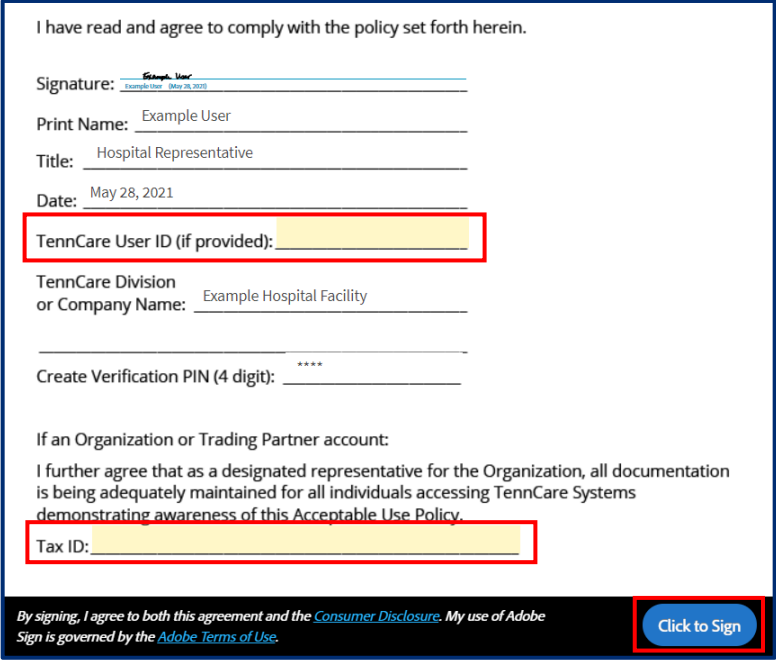
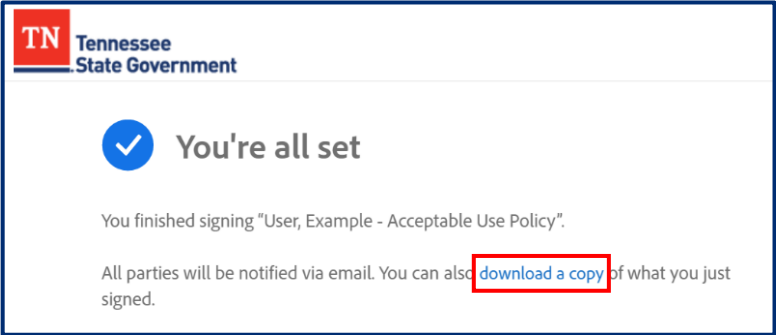
New Users: Setting Up a New Account

As a new user to an organization, access is requested on your behalf; your organization's **Organization Administrator** submits a request for you to receive the necessary forms and credentials to log into **MyTennCare Partner** and take approved actions in **TennCare Access**.

#	Step	Screenshot
1	<p>Once you receive the Signature Requested on <Your Name>'s Acceptable Use Policy email from Adobesign@Adobesign.com, click the Review and Sign button to electronically sign the Acceptable Use Policy (AUP).</p> <p>NOTE: A signed AUP is required before MyTennCare Partner Access can be granted.</p> <p>The AUP is a standard form that provides guidelines for the appropriate use of State-owned systems, like TennCare Access. It is a routine form that most agencies, dealing with personal and sensitive information, require users to sign.</p>	

2	Read the AUP agreement.	
3	Click in the Signature field on the last page of the AUP Agreement.	
4	Click Draw .	

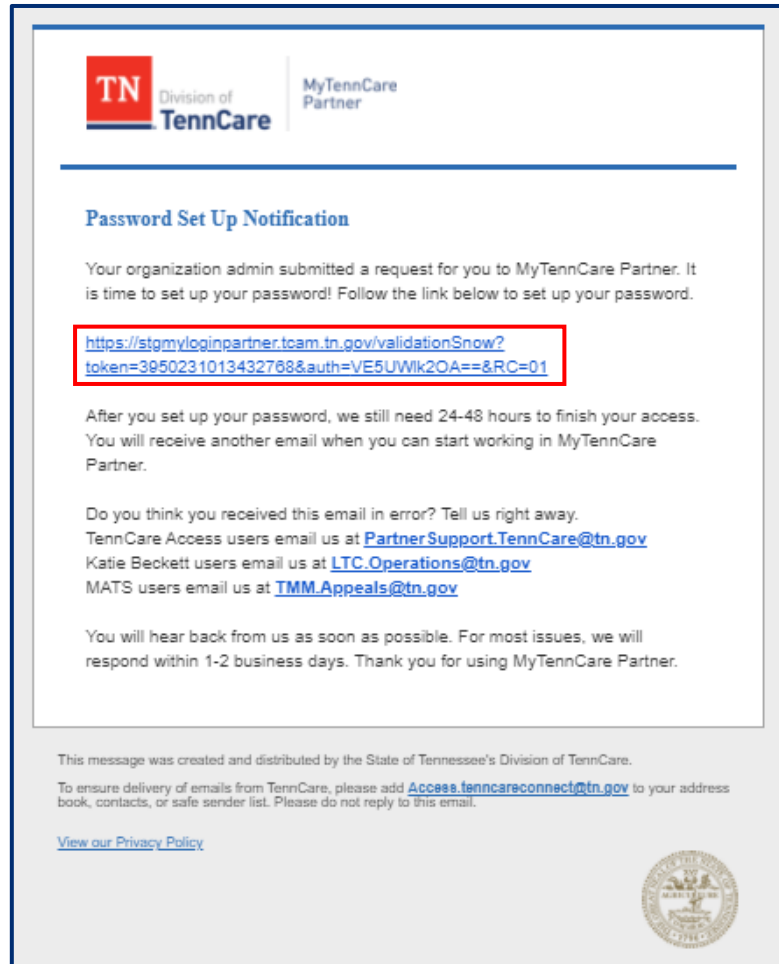
5	<p>Draw your signature on the Sign Here line and type your name in the Enter your name field.</p>	
6	<p>Click Apply.</p>	
7	<p>Enter your job Title.</p> <p>Enter the name of your agency or facility in the TennCare Division or Company Name field.</p> <p>In the Create Verification PIN (4 digit) field, enter a 4-digit PIN you can remember.</p> <p>NOTE: The Date field is pre-populated.</p>	

<p>8</p>	<p>Leave the TennCare User ID (if provided) and Tax ID fields blank.</p> <p>Click to Sign to submit your AUP form.</p>	 <p>I have read and agree to comply with the policy set forth herein.</p> <p>Signature: <u>Example User</u></p> <p>Print Name: <u>Example User</u></p> <p>Title: <u>Hospital Representative</u></p> <p>Date: <u>May 28, 2021</u></p> <p>TennCare User ID (if provided): <u></u></p> <p>TennCare Division or Company Name: <u>Example Hospital Facility</u></p> <p>Create Verification PIN (4 digit): <u>****</u></p> <p>If an Organization or Trading Partner account:</p> <p>I further agree that as a designated representative for the Organization, all documentation is being adequately maintained for all individuals accessing TennCare Systems demonstrating awareness of this Acceptable Use Policy.</p> <p>Tax ID: <u></u></p> <p>By signing, I agree to both this agreement and the Consumer Disclosure. My use of Adobe Sign is governed by the Adobe Terms of Use.</p> <p>Click to Sign</p>
<p>9</p>	<p>Click download a copy to save a copy for your records.</p> <p>NOTE: Your AUP has been successfully submitted to the TennCare Security Team.</p>	 <p>TN Tennessee State Government</p> <p>✓ You're all set</p> <p>You finished signing "User, Example - Acceptable Use Policy".</p> <p>All parties will be notified via email. You can also download a copy of what you just signed.</p>

- 10** Monitor your email for a **Password Set Up Notification** email from Access.tennconnect@tn.gov.

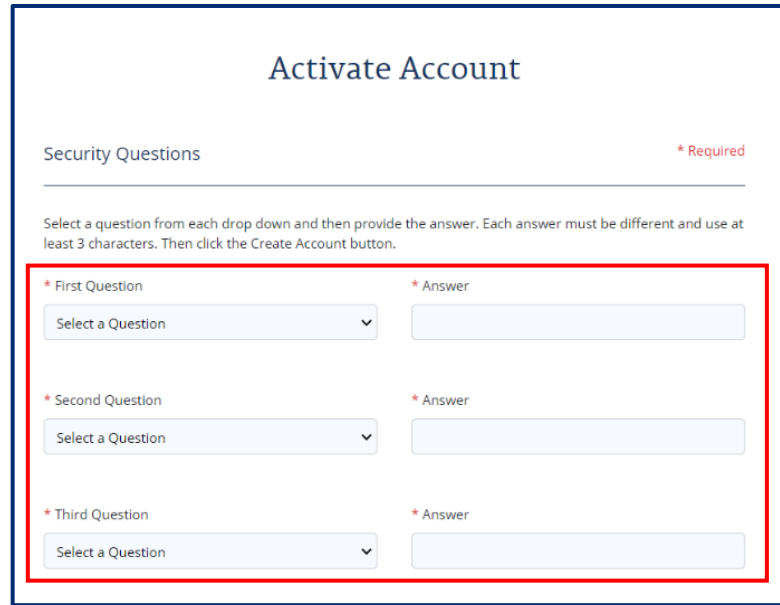
The password set up email can be expected within 24 hours of submitting a signed AUP agreement.

Click the link to set up your password and security questions.

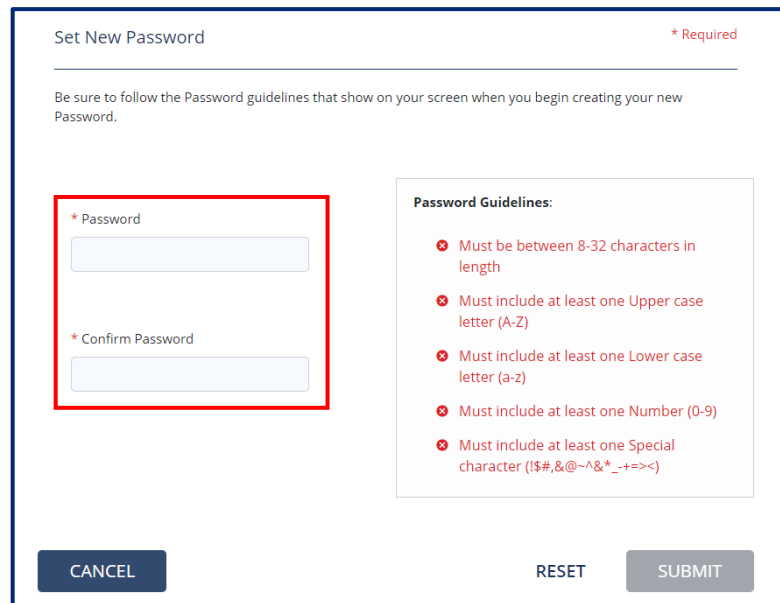


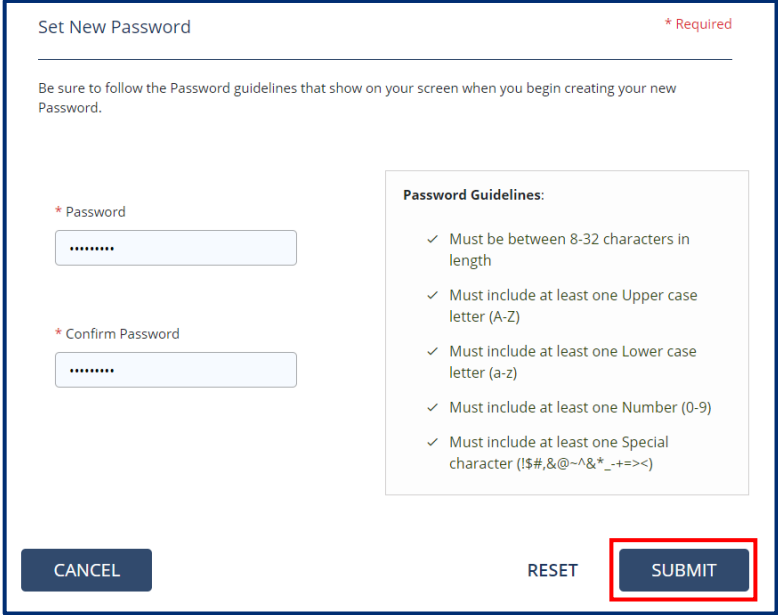
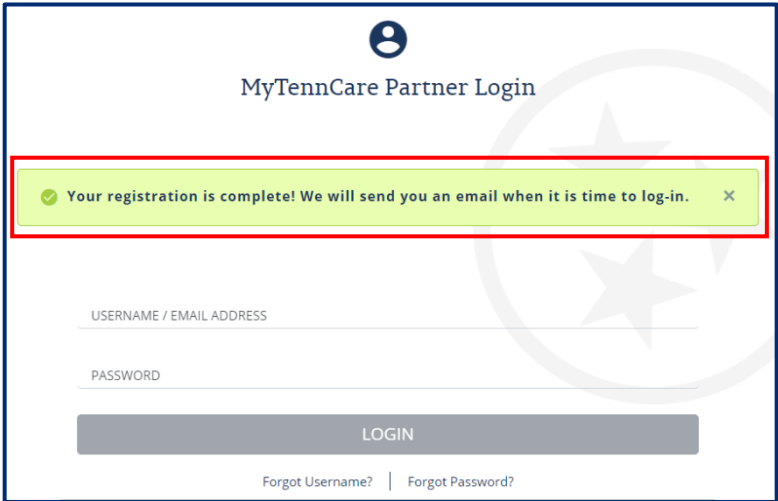
- 11** On the **Activate Account** page, in the **Security Questions** section, select a question from each drop-down menu. Enter a unique answer for each question.

NOTE: Answers must be at least three characters, can include numbers and special characters, and cannot be similar.



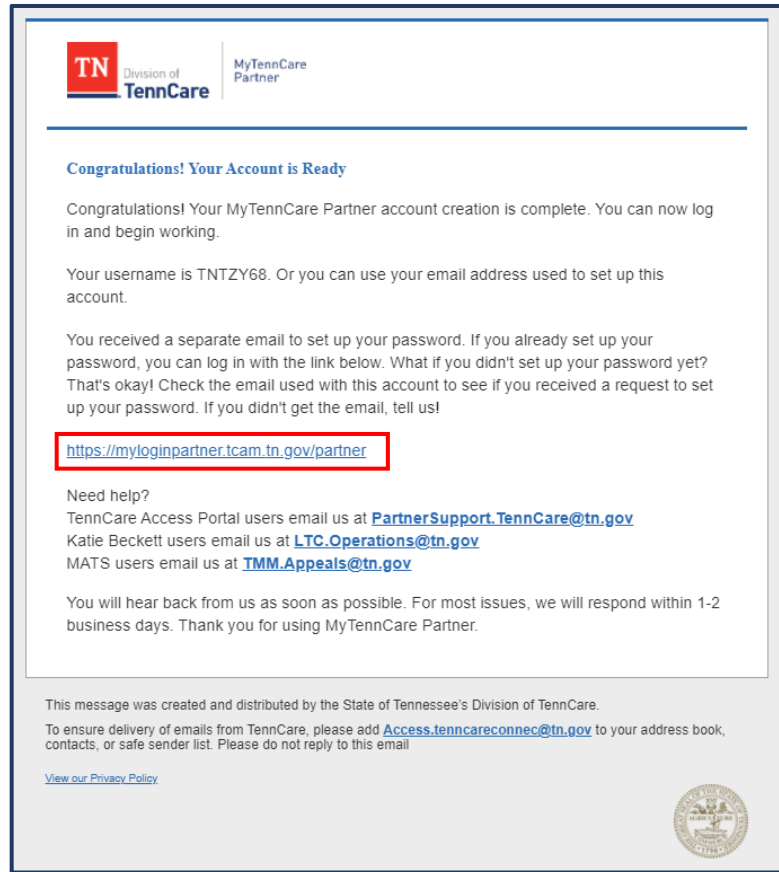
- 12** In the **Set New Password** section, enter a **Password** following the guidelines until they are all met.
- Enter your password a second time.



13	<p>Click Submit.</p>	
14	<p>Review the <i>Your registration is complete! We will send you an email when it is time to log-in</i> message on the MyTennCare Partner Login page to confirm your password was successfully created.</p> <p>Although you can login at this time, your dashboard may not be updated. You will receive a separate email once your access has been granted.</p>	

- 15** Monitor your email for the **Congratulations! Your Access is Ready** email once TennCare reviews your access request and approves your account, typically within 48 hours of receiving the AUP.

Click the link to log in to **MyTennCare Partner**.



TN Division of **TennCare** | MyTennCare Partner

Congratulations! Your Account is Ready

Congratulations! Your MyTennCare Partner account creation is complete. You can now log in and begin working.

Your username is TNTZY68. Or you can use your email address used to set up this account.


You received a separate email to set up your password. If you already set up your password, you can log in with the link below. What if you didn't set up your password yet? That's okay! Check the email used with this account to see if you received a request to set up your password. If you didn't get the email, tell us!

<https://myloginpartner.tcam.tn.gov/partner>

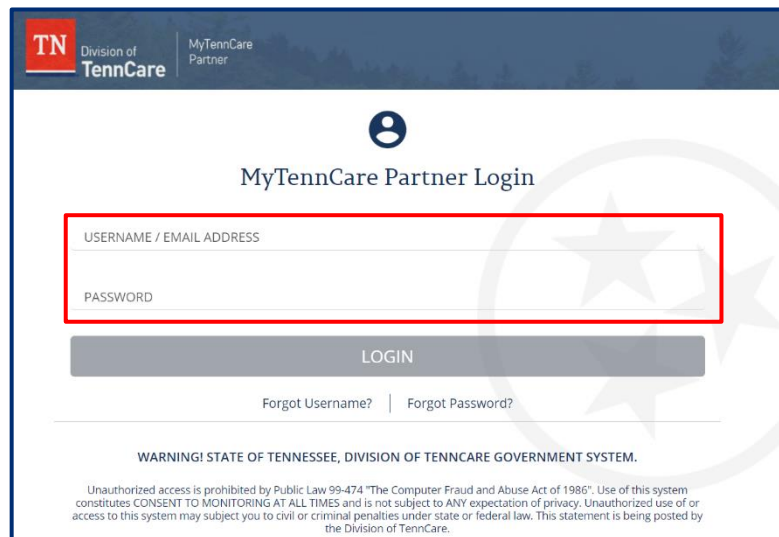
Need help?
 TennCare Access Portal users email us at PartnerSupport.TennCare@tn.gov
 Katie Beckett users email us at LTC.Operations@tn.gov
 MATS users email us at TMM.Appeals@tn.gov

You will hear back from us as soon as possible. For most issues, we will respond within 1-2 business days. Thank you for using MyTennCare Partner.


This message was created and distributed by the State of Tennessee's Division of TennCare.
 To ensure delivery of emails from TennCare, please add Access.tenncareconnect@tn.gov to your address book, contacts, or safe sender list. Please do not reply to this email.
[View our Privacy Policy](#)



- 16** On the **MyTennCare Partner Login** page, enter your **Username/Email Address** and **Password**.



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 **MyTennCare Partner Login**

USERNAME / EMAIL ADDRESS

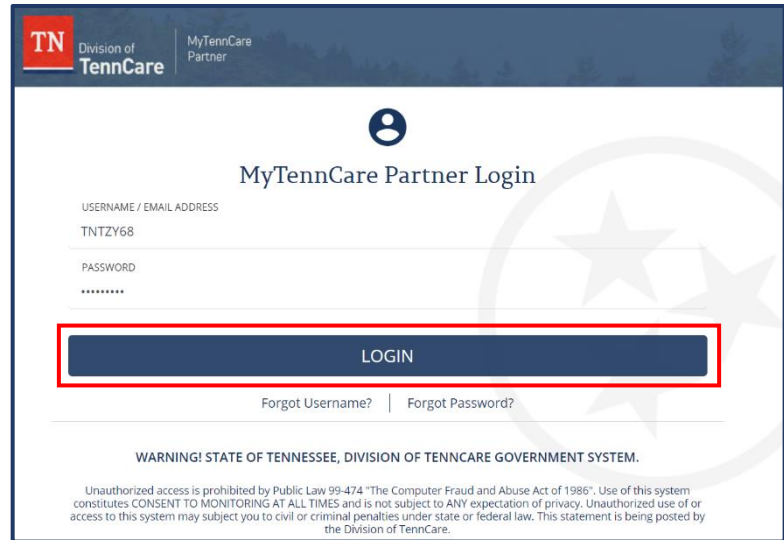
PASSWORD

LOGIN

[Forgot Username?](#) | [Forgot Password?](#)

WARNING! STATE OF TENNESSEE, DIVISION OF TENNCARE GOVERNMENT SYSTEM.
 Unauthorized access is prohibited by Public Law 99-474 "The Computer Fraud and Abuse Act of 1986". Use of this system constitutes CONSENT TO MONITORING AT ALL TIMES and is not subject to ANY expectation of privacy. Unauthorized use of or access to this system may subject you to civil or criminal penalties under state or federal law. This statement is being posted by the Division of TennCare.

17 Click **Login**.



TN Division of TennCare | MyTennCare Partner

MyTennCare Partner Login

USERNAME / EMAIL ADDRESS
TNTZY68

PASSWORD

LOGIN

[Forgot Username?](#) | [Forgot Password?](#)

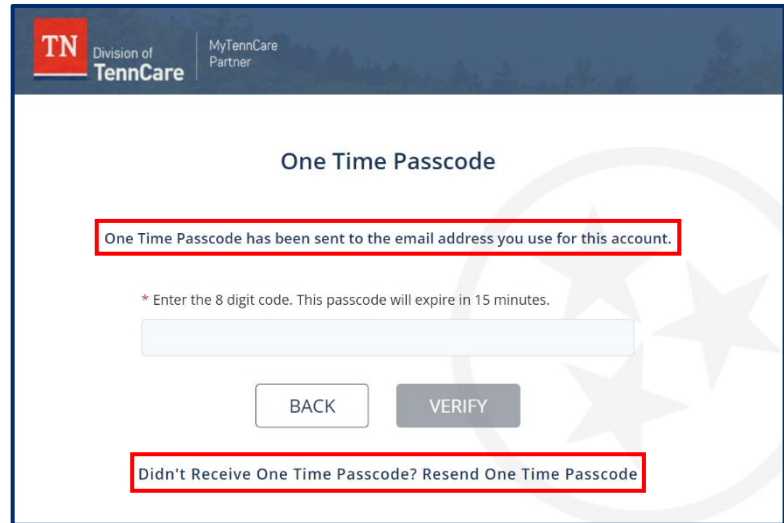
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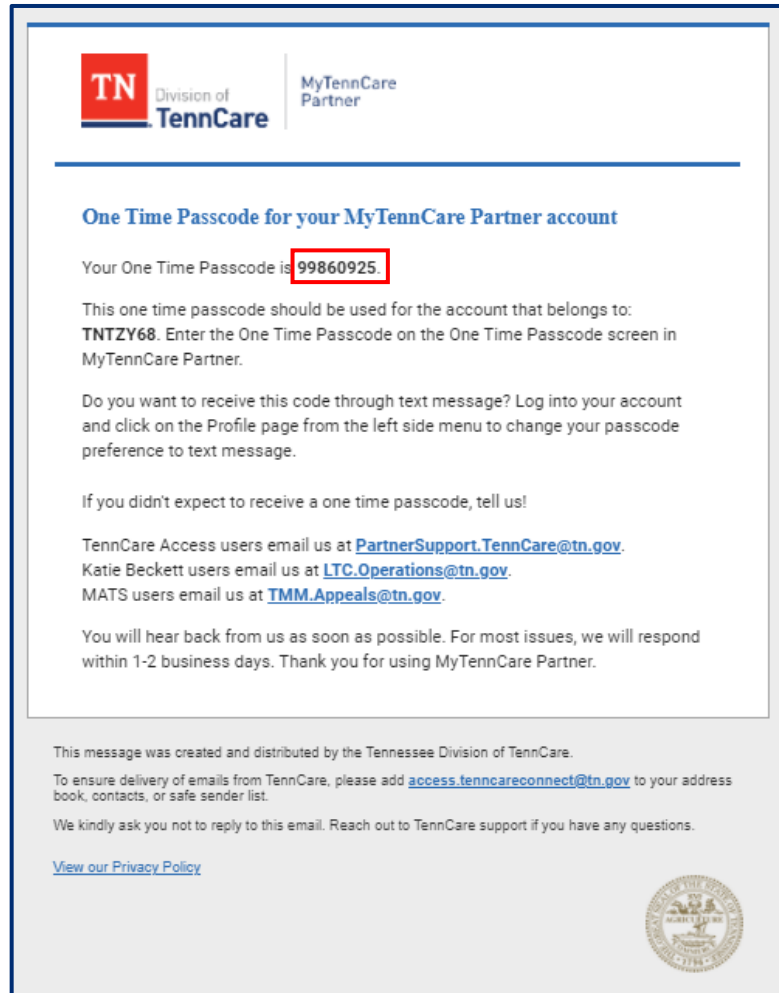
18 On the **One Time Passcode** page, note that a One Time Passcode was sent to the email address you use for this account.

A One Time Passcode is sent to your email address when you login from a new device, or if you haven't entered a One Time Passcode in more than 24 hours. You cannot log into your account until you enter the passcode.

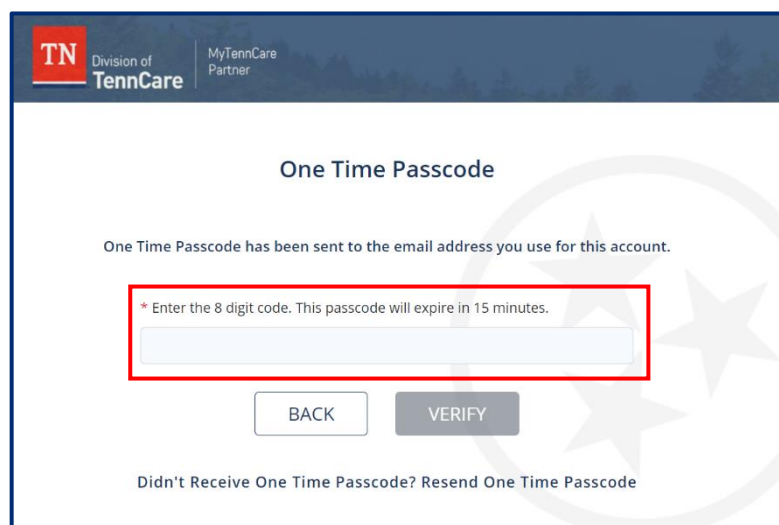
NOTE: If you did not receive the email, check your junk mail folder. If it is not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code.

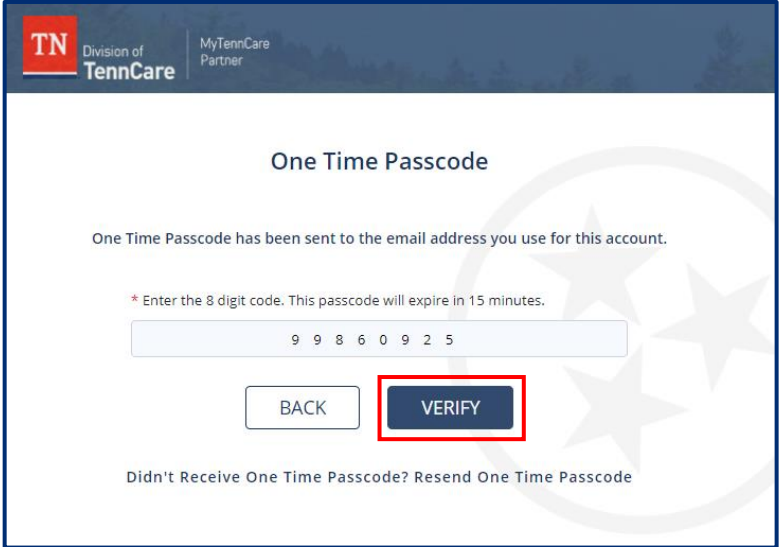
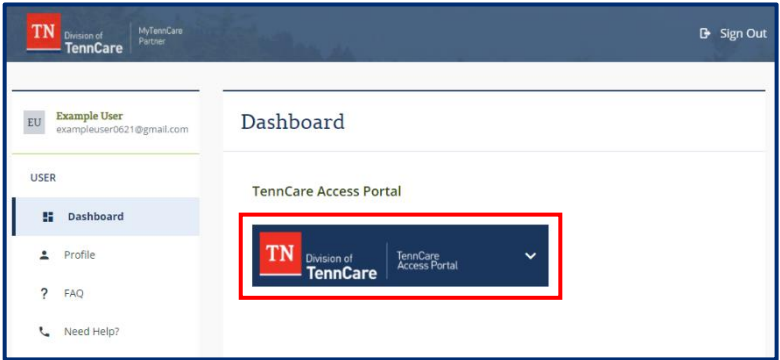


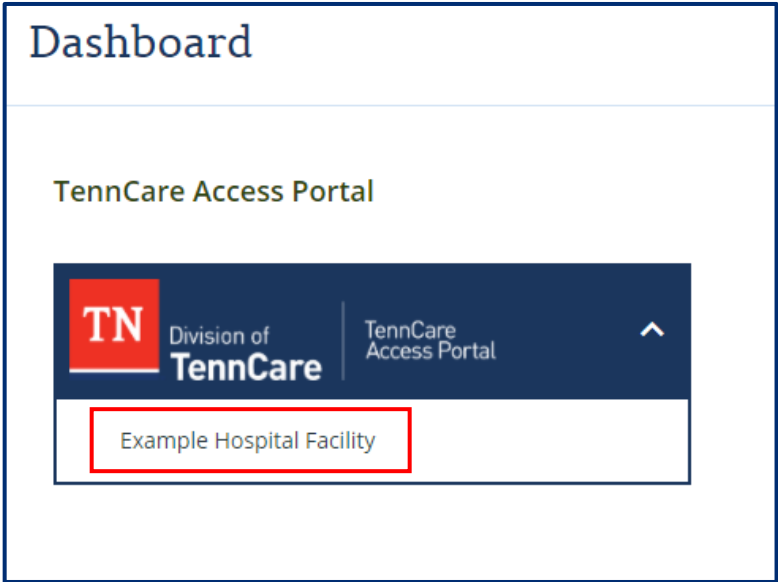
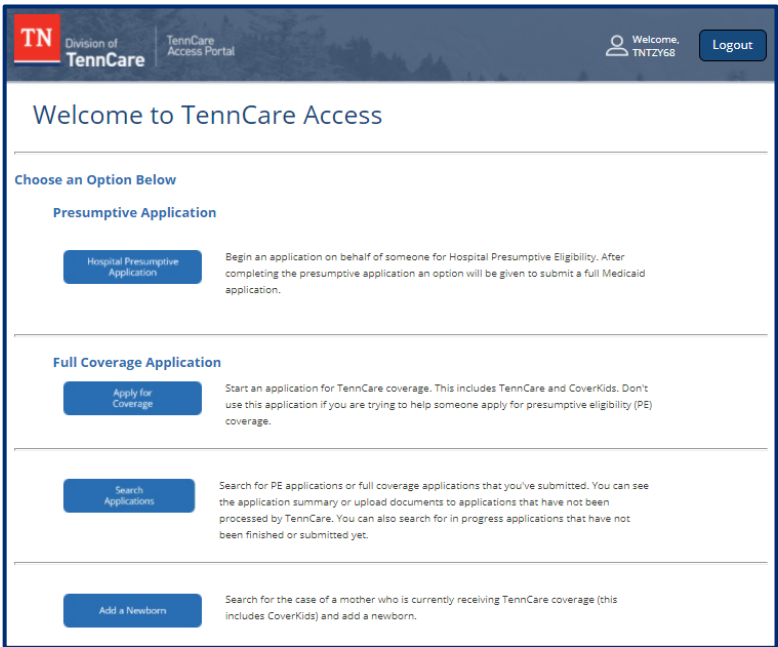
- 19** Access your email and copy the verification code.



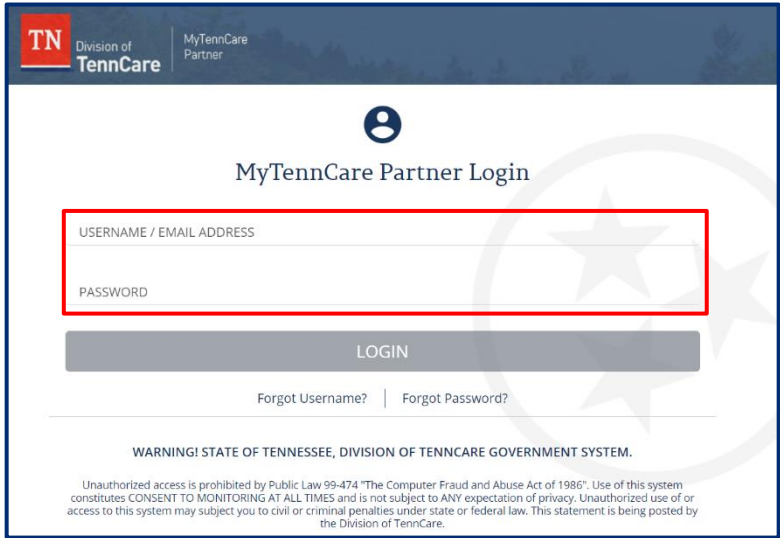
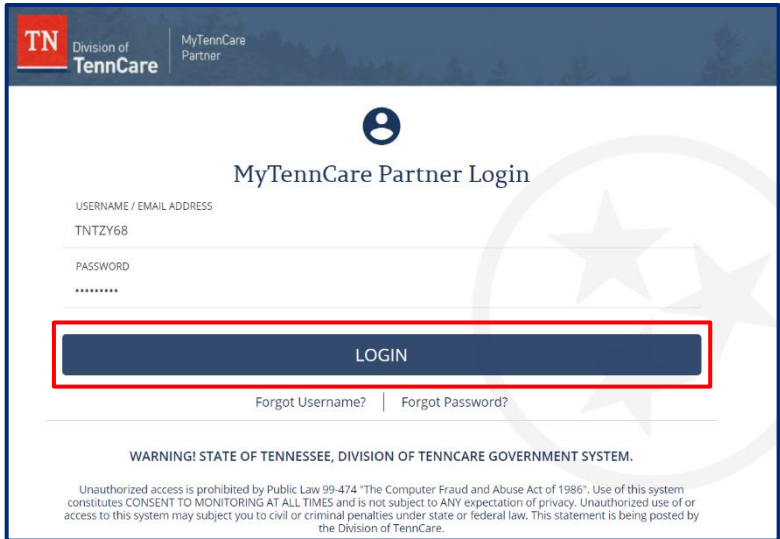
- 20** On the **One Time Passcode** page, enter or paste the code from your email.



21	Click Verify .	
22	On the Dashboard page, click the TennCare Access Portal tile.	

<p>23</p>	<p>Click on your organization.</p>	
<p>24</p>	<p>On the Welcome to TennCare Access page, select the option you need to perform.</p> <p>NOTE: This is an example. Your options may be different based on your granted security access and the types of tasks your organization performs.</p>	

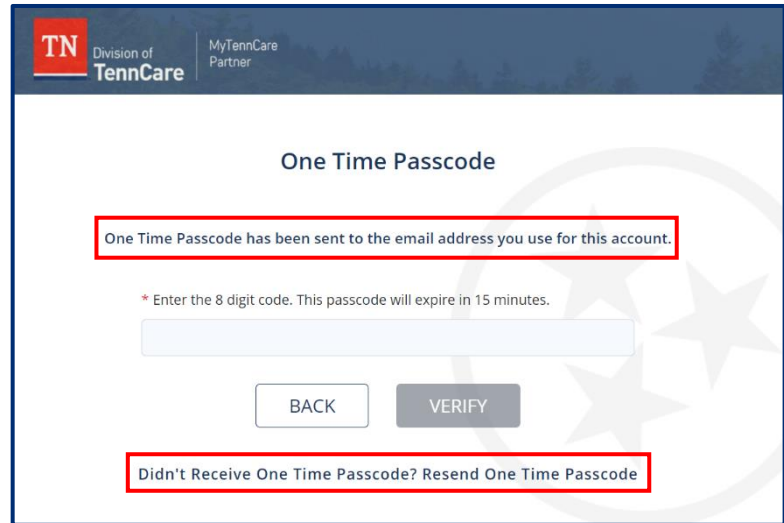
Existing Users: Logging in To TennCare Access

#	Step	Screenshot
1	<p>Go to https://myloginpartner.tcam.tn.gov/partner.</p> <p>Enter your Username/Email Address and Password.</p>	
2	<p>Click Login.</p>	

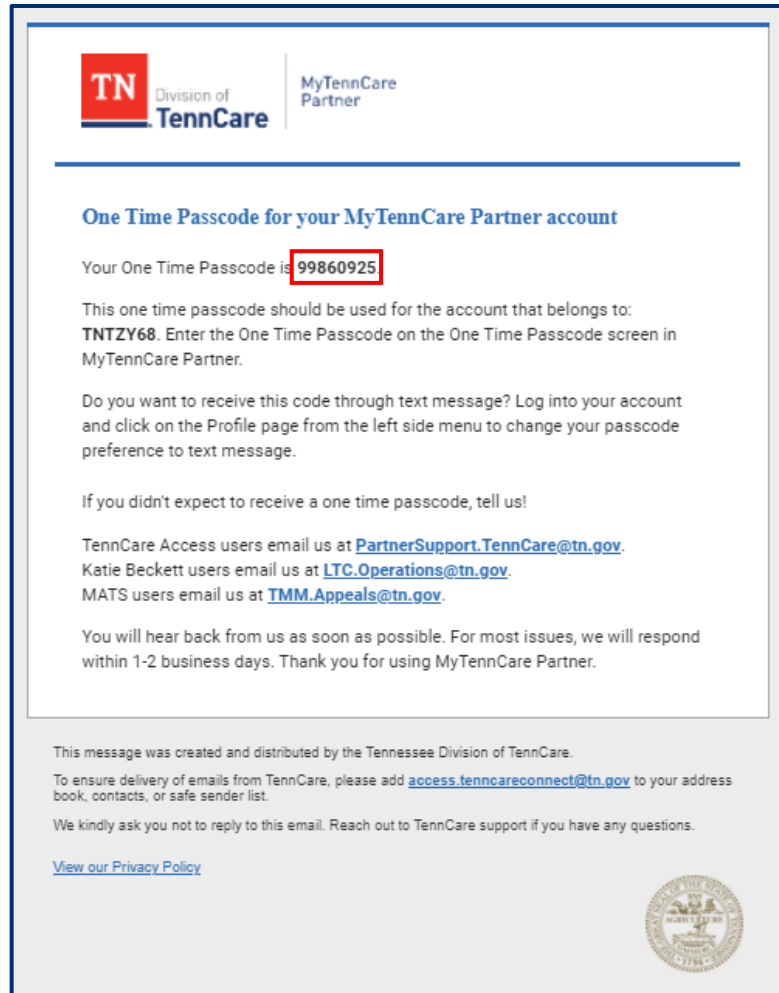
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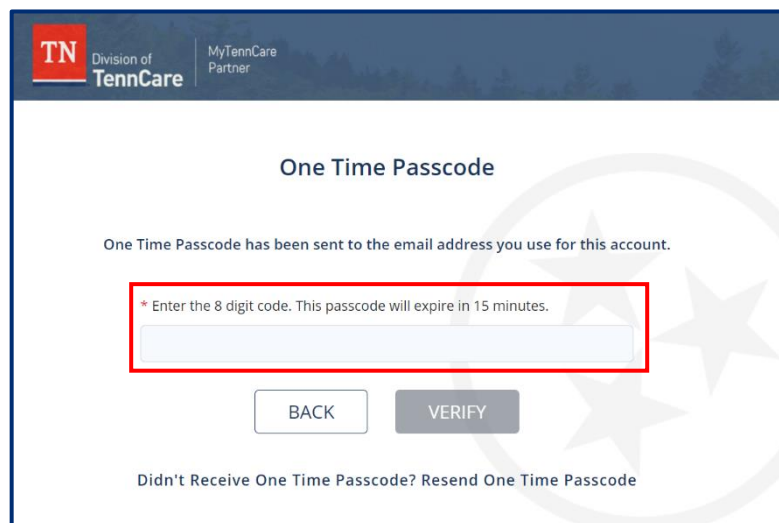
NOTE: If you did not receive the email, check your junk mail folder. If it's not there, click **Didn't Receive One Time Passcode? Resend One Time Passcode** to send a new email and code.

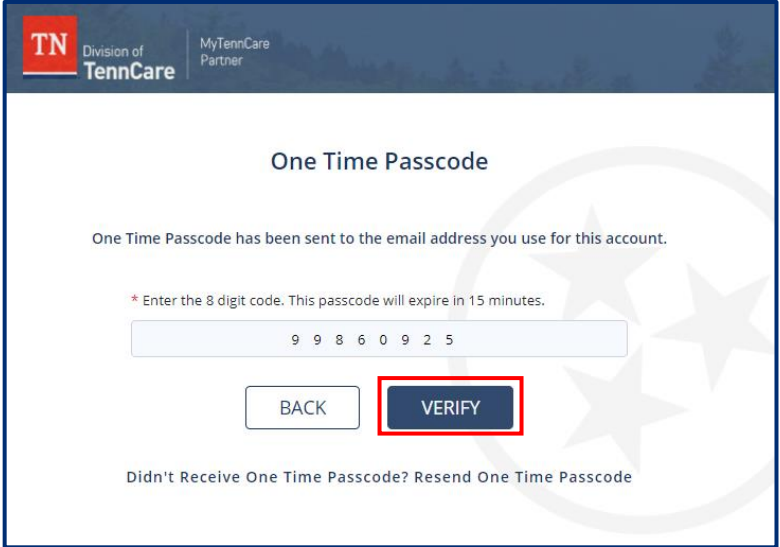
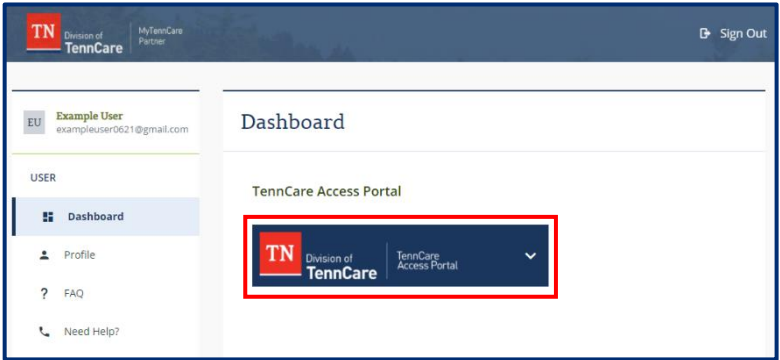


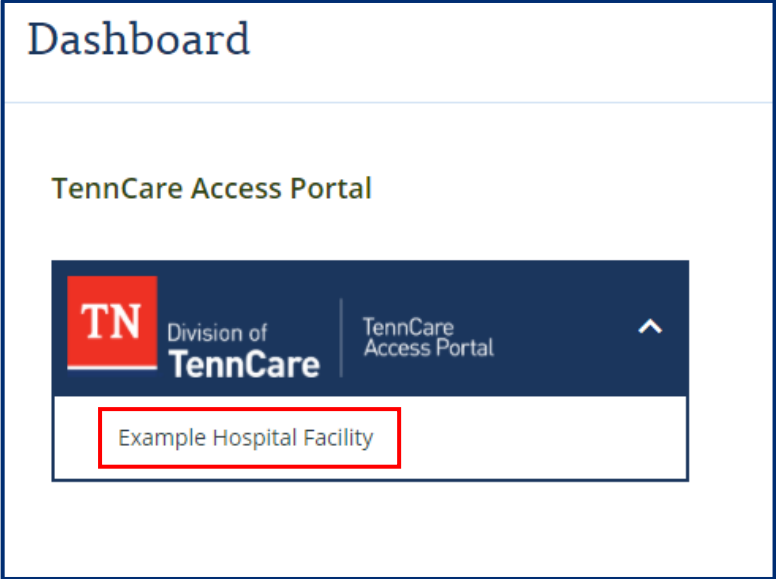
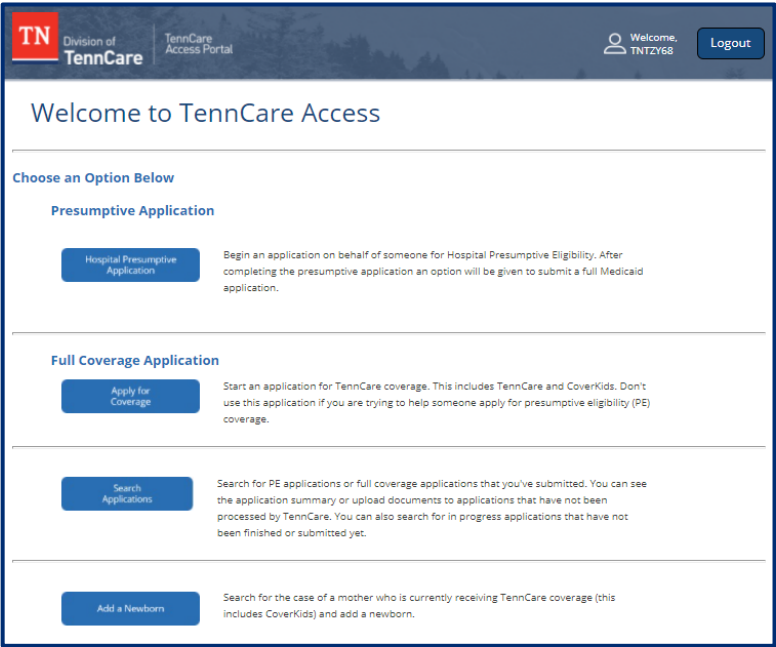
- 4** Access your email and copy the verification code.



- 5** On the **One Time Passcode** page, enter or paste the code from your email.

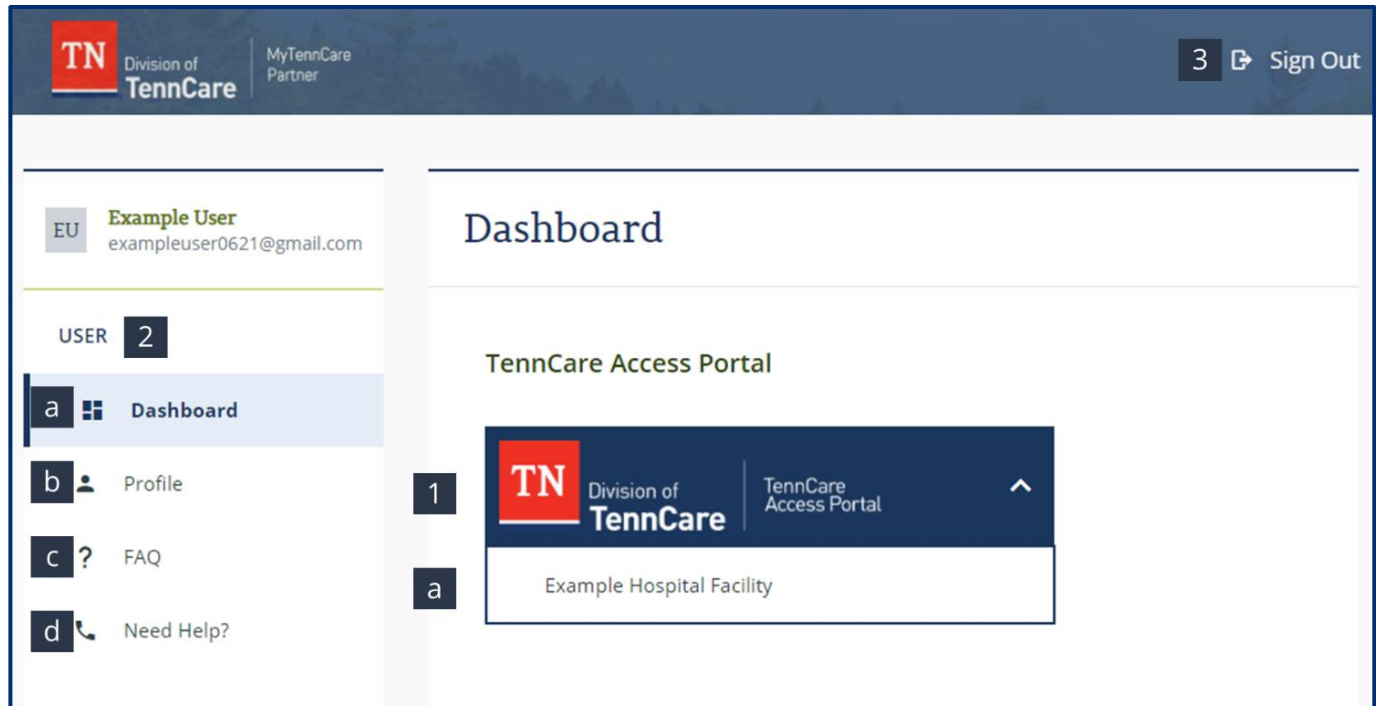


6	Click Verify .	
7	On the Dashboard page, click the TennCare Access Portal tile.	

<p>8</p>	<p>Click on your organization.</p>	 <p>The screenshot shows a 'Dashboard' page for the 'TennCare Access Portal'. At the top, there is a header with the 'TN Division of TennCare' logo and 'TennCare Access Portal' text. Below the header, a red box highlights a link labeled 'Example Hospital Facility'.</p>
<p>9</p>	<p>On the Welcome to TennCare Access page, select the option you need to perform.</p> <p>NOTE: This is an example. Your options may be different based on your granted security access and the types of tasks your organization performs.</p>	 <p>The screenshot shows the 'Welcome to TennCare Access' page. At the top, there is a header with the 'TN Division of TennCare' logo, 'TennCare Access Portal' text, a user profile icon with 'Welcome, TNTZY68', and a 'Logout' button. Below the header, the main content area is titled 'Welcome to TennCare Access'. Underneath, there is a section 'Choose an Option Below' with four options: 'Presumptive Application', 'Full Coverage Application', 'Search Applications', and 'Add a Newborn'. Each option has a corresponding button and a brief description of the action.</p>

Reviewing the MyTennCare Partner Login Homepage

Below is a sample **MyTennCare Partner Login** homepage for a user with approved access to TennCare Access.



#	Item	Description
1	TennCare Access Portal	The TennCare Access Portal tile appears on the Dashboard to log into TennCare Access if access has been granted.
1a	Organization Name	The organization's name appears under the TennCare Access Portal tile. You must click on your organization's name to log into TennCare Access.
2	User Section	The USER section allows you to access your Dashboard , Profile , FAQ , and Need Help? pages.
2a	Dashboard	When you log in, the Dashboard is the default page displayed. If you visit other pages, return to the Dashboard to log in to TennCare Access by clicking on the tile.
2b	Profile	Access your Profile page to view your user details. This page stores your name and username. You can view or edit your cell number or the way in which you receive your one time passcodes. You can also update your password or security questions.

#	Item	Description
2c	FAQ	Access Frequently Asked Questions for answers to common questions related to using the MyTennCare Partner Login page.
2d	Need Help?	Use the Need Help? page for contact information for support accessing the TennCare Access Portal.
3	Sign Out	Click Sign Out to end your session.